

**IMAC-QA Subcommittee  
October 27, 2003  
Meeting Minutes**

**Attendees:** Joann Ator, Door Co.; Jackie Bennett, Racine Co.; Chris Elms, Dane Co.; John Haine, DHFS; Lisa Hanson, DHFS; Pam Lohaus, DHFS; Lorie Mueller, LaCrosse Co.; Marilyn Rudd, DHFS; Marcia Williamson, DHFS; Bernadette Connolly, DHFS; Kathy Judd, Dane Co.; Pam Kiern, DHFS; Vicki Jessup, DHFS

**Absent:** Jacaie Coutant, Milwaukee Co.

**Minutes from 9/22/03 Meeting:** Approved as written.

**Status of QA Subcommittee Performance Standard Recommendations:**

John Haine reported on the meeting with WCHSA Program Advisory Subcommittee. The committee was concerned about the QA recommendations given the budget constraints facing local agencies. QA recommendations are on hold until the IMAC Workload and Financing subcommittee reports on their funding recommendations for next year. In terms of APE Agency Preventable Errors, the issue is not so much the sample size but the error itself. For the 2004 contract, bonus and error pass through stays as is.

**Draft Admin Memo on QA Plans and Customer Service:**

The committee reviewed the Draft Admin Memo on QA Plans and Customer Service Standards. The committee made several changes to the Admin Memo including recommendations and goals. Attached is the Admin Memo that includes the committees' recommendations.

**Customer Service Issue Paper**

At the request of Susan Wood, the QA subcommittee started to discuss Customer Service. Much discussion arose when one member interpreted Susan Wood's statements to mean effectively that since local agency funding was being decreased, customer service would also have to be put on the wayside. This particular matter has been brought up before at our meetings. The committee requested clarification from Susan Wood in regards to this statement. John and Bernadette will follow up with Susan and report back to the committee.

In order for the committee to continue evaluating our customer service, the committee required additional information from IMAC in terms of what they want us to evaluate. The committee agreed to discuss the following at its next meeting:

- Need to define Customer Service
- What product does the customer want
- In light of budget cuts, are agencies changing anything about their customer service
- Administrative costs for Customer Service
- Confidentiality should be included in Customer Service
- What kind of surveys do agencies use for customer satisfaction surveys

NEXT MEETING: NOVEMBER 24, 2003  
9-12:30, Dane County Job Center  
Chris Elms agreed to take the minutes

#### Agenda Items

Customer Service  
Pros/Cons of distinguishing APE  
Schedule of meetings for 2004